

ANALYZING THE DOUBLE BURDENS OF WOMEN WORKERS DURING COVID-19 PANDEMIC (CASE STUDY AT THE OFFICE OF BPJS KETENAGAKERJAAN BALI DENPASAR)

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ABSTRACT

Women workers are a group hit by the pandemic of Covid-19. This pandemic brings new roles for women workers in the personal and professional lives making the responsibilities are getting bigger. This research aimed at analyzing the double burdens faced by the women workers, especially those who are working at the office of BPJS Ketenagakerjaan Bali Denpasar. Specifically, it aimed at finding out the problems faced in doing the double burdens in the pandemic situation and the strategies applied to balancing the roles. This was qualitative study in which the data were collected through interviews with nine respondents. The data were analyzed qualitatively. Based on the results of analysis, it was found out that the respondents did not find any problems in doing the roles since there were supports from the family and the company. To balancing the roles, the respondents applied strategies that are (1) communicating and cooperating with the family, (2) hiring maids, (3) applying limitation of time for each activity, and (4) creating priority lists. Even though, the respondents had double or more burdens, but they did not face any serious problems because of the supports of the family, company, and other parties.

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1. INTRODUCTION

The Covid-19 pandemic has lasted almost two years. The impact of the Covid-19 pandemic has been felt by the entire world community, especially Indonesia. The Covid-19 pandemic not only has an impact on people's physical and mental health, but also has an impact on the world economy which continues to decline. The Indonesian economy was also not spared from this downturn. One of the areas experiencing economic paralysis is the island of Bali which relies on tourism activities. The Balinese people who depend on the tourism sector for their economy are at their lowest point. Tourist destinations, tourist accommodation businesses, and entertainment centers in Bali are currently closed and their employees are victims of layoffs.

The economic downturn in Bali also has a major impact on meeting the daily needs of the family. The decrease in income is inversely proportional to the number of needs in the household so that various efforts are made to maintain family survival, such as opening a business or selling. One of the phenomena that emerged during the pandemic was the participation of the wife in making a living to help the family economy. The role of women was very large to help the household economy [1]. The study found that women who before the Covid-19 pandemic were housewives and had a family economy built on husbands who worked in the tourism sector, but are currently participating in the only economic activity by opening a culinary business and opening a grocery shop as an effort to meet family needs.

Apart from Darmayanti & Budarsa, research with the topic of women's dual roles was also conducted to examine the condition of women with multiple roles during the Covid-19 pandemic [2]. The research

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was conducted in Kampung Kue Rungkot Lor II and was conducted qualitatively. The research subject is a woman who sells cakes who have multiple roles. Most of the women in Kampung Kue Rungkot Lor II are cake producers and sellers. This profession has been cultivated for a long time and is motivated by high economic needs while the husband is unable to meet these needs. The jobs that the husbands of the women selling cakes do are factory workers, mechanics, and some even help produce cakes at home. Cake production had stopped during the fasting month and also the pandemic considering the declining number of cake requests. Kampung Kue Rungkot Lor II is located in the factory area which during the pandemic period was closed and many employees were laid off and even laid off so that the demand for cakes also decreased. However, household needs have actually increased during the pandemic due to online school needs and other needs, such as masks, hand soap, healthy food, and so on. These women play a major role in managing family finances. The results of the analysis show that the Covid-19 pandemic provides additional roles for these women so that they are not only dual roles, but have tripled or are called triple burdens. The first role that is played is as a wife and mother who has to take care of her husband and children. The second role is to earn a living to meet all the needs of family members, namely by producing and selling cakes. The third role is to ensure that family members receive good nutrition and become teachers for children who are conducting online schools. This pandemic also poses more risks for women because women in Kampung Kue Rungkot Lor II have to go out to buy cake ingredients and bring cake orders so that the possibility of being exposed to the Covid-19 Virus is higher.

A study on the multi-role of women during the COVID-19 pandemic was also carried out to see the roles of women [3]. In contrast to the two studies previously mentioned, this study had the subject of women working as lecturers and employees at IAIN Padangsidempuan. This study focuses on career women in the formal sector in the form of universities. Thirty-three female staff and lecturers at IAIN Padangsidempuan were involved in this research and were asked to fill out an interview guide distributed using Google Form. Data were analyzed descriptively qualitatively. The purpose of this research is to examine the dual or multi-role roles of women during the COVID-19 pandemic and the obstacles that must be faced. Informants in the study stated that the role as a career woman was chosen for reasons of economy, worship, applying knowledge, and actualization. However, the informant also said that building a harmonious family is a priority and a dream. During this Covid-19 pandemic, informants found a new role, namely helping children learn online. This is a challenge for the informants because the time between children's online school and working hours occurs simultaneously so that there is a problem with the schedule. In addition, the informants were not familiar with the current working system and lacked an understanding of time management. To overcome this, the informant manages time well by allocating special time for each job. In addition, the informants also provide understanding to their husbands and children about the work system so that it does not become a conflict in the family.

Based on this, this study aims to analyze or measure the double burden faced by female workers, especially female workers at the Bali Denpasar Employment BPJS Office during the Covid-19 pandemic. The results of previous studies described above serve as comparative data for this study. In addition, previous research focused on the burdens carried by women workers and did not examine the strategies employed by women workers to balance these roles. The strategy of women workers to balance roles is novelty or the novelty of this research that can provide inspiration for other women workers to be able to balance existing roles.

2. METHOD

2.1 Types & Sources of Data

The data used in this study were collected using interviews. Respondents in the study were determined through purposive sampling. Purposeful sampling technique was used to filter participants in order to obtain research data that is in accordance with the research objectives and problem formulation. There were nine respondents who are female workers at the Bali BPJS Employment Office Denpasar. These nine respondents are married women workers. The types of data used were qualitative and quantitative data which were gained from two sources of data. They were primary and secondary sources of data.

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2.2 Analysis Method

The collected data were analysed so that the data can be interpreted and can answer research questions. There were five stages carried out to analyze the data in this study. The stages or data analysis procedures followed the data analysis procedures in qualitative, namely preparing and organizing data, reading initial data, coding data, categorizing data, and interpreting data [4].

3. RELUST AND DISCUSSION

3.1 Women's Obstacles in Carrying out Multiple Roles

The female employees at the Bali Employment BPJS office Denpasar Branch who were respondents in this study mentioned one obstacle they encountered while carrying out existing roles. The obstacle was related to understanding children about the role of women as employees. Several children of the respondents complained that their mothers worked more than playing at home or accompanying them to play.

"No, my husband just happens to support me, it's normal for children to complain. Mom, why are you working again? like that" (Respondent 2, 2021)

"If I work on weekends, the children will definitely work again, work again" (Respondent 8, 2021)

"Usually children confide in their teachers, with their friends, how come the mother keeps working, that's it." (Respondent 9, 2021)

Based on the results of interviews with respondents, especially respondents with school-age children, it appears that children do not yet understand working mothers so that complaints arise when mothers leave for work. When complaints arise about the busy working mother, the respondent will provide an explanation and understanding to the child that work is an obligation and a duty they have.

"I usually just order, mom works to get money so I can buy toys, wait for mom to buy toys after work, persuaded like that, mas usually" (Respondent 2, 2021)

"...I give him understanding. Here you are for this, for this." (Respondent 9, 2021)

"...then I said, well, you'll pick up after work or when mama comes home we can go out." (Respondent 8, 2021)

Giving an explanation or reason why mothers need to work is a solution that is done by the respondents when children start to complain about the mother's busyness at work so they can't play together. Giving this explanation and understanding can help children better understand the mother's busyness other than taking care of the house and raising children.

In addition to the lack of understanding of children on the role of mothers as workers, the respondents did not face other obstacles in carrying out their roles. All respondents stated that there was support from their husbands and families in carrying out existing roles, be it productive, reproductive, or social roles. All respondents stated that there had been a commitment from the beginning regarding the respondents' decision to work full time at the Bali Employment BPJS office Denpasar Branch.

"Basically, we both have responsibilities like that, so we have responsibilities both from our respective families and in the family, only after we get married, so from that background, we are committed from the start to work together, and I was allowed to work by my husband. Indeed, the husband is more flexible because of his status as an entrepreneur, like that and can be handled remotely, if I were in his position, he really had to stay and communicate directly with work and that was what I had to get.. the term is support from my husband and that is allowed" (Respondent 4, 2021)

"Yes, actually, we have to make a commitment first, right after marriage I can continue to work or what, my husband does allow me to still work, besides that, we can also support each other in terms of helping the family, so it's true. there is core support from my husband if I still work" (Respondent 3, 2021)

"Alhamdulillah, my husband is supportive, because we have known each other since the beginning, we have worked together and at the beginning there was a commitment that we would still work, however, as a woman, as a Muslim woman, I am ready if asked to stop working. I have never been asked to stop working" (Respondent 6, 2021)

"My husband is still supportive so far. So in principle I work or not, everything is returned to me." (Respondent 5, 2021)

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According to the interview excerpt above, all respondents received support from other family members, especially husbands, to continue working even though they have become wives and mothers. All respondents also said that they had made a mutual commitment at the beginning of their marriage to keep working and to support and assist each other in completing household chores.

In addition to receiving support from their husbands to continue working, female workers at the Denpasar Branch of the Bali Employment BPJS office also received support from the company in carrying out the roles that women workers had. BPJS Ketenagakerjaan Bali Denpasar Branch provides tolerance for all employees if they have work or family matters to complete.

"If the company supports it, the company and superiors are not too strict in the rules, as long as we monitor children's education (online school) it is not too long, it doesn't take up too much time at work, there is still free time to monitor children in school" (Respondent 3, 2021)

".....In that case, the government has made rules for 3 months leave and there are regulations. My company has also implemented this rule" (Respondent 2, 2021)

"So far, the office has given the opportunity as long as it doesn't violate the rules made by the government such as PPKM rules, apart from that the company is very supportive" (Respondent 6, 2021)

"Usually the company allows for the benefit of the family." (Respondent 8, 2021)

According to the respondent's explanation, the Bali Employment BPJS company Denpasar Branch provides support to female workers who do have problems or family matters that must be resolved. However, even though the company provides tolerance, the respondents also do not use this tolerance for irresponsible things. From the results of the interviews, it was also known that when leaving work to complete family matters, the respondents made sure beforehand that the work was properly delegated. Vice versa.

3.2 Strategy for Balancing Dual Roles by Women

Based on the results of the interviews, it was found that the research respondents applied four strategies to balance the roles they played. The four strategies are establishing communication and cooperation with other family members, asking for help from others to help with housework, implementing time limiting strategies, and setting priorities. The following is a description and description of the strategies implemented by female employees at the Bali Employment BPJS office Denpasar Branch.

a. Be in communication and cooperation with other family members

The first strategy taken by the research respondents was to establish good communication and cooperation with other family members, especially husbands. All respondents stated that communication is the key in carrying out all existing roles, be it reproductive, productive, or roles in society.

"Fine, actually the point is communication, right, if from the beginning we had a commitment to the husband and to take care of the family, we are the children together, so the point is communication..." (Informant 3, 2021)

According to interviews conducted with the respondents, husband and wife have the same responsibility for doing household chores, especially in child care.

"..... because after all we have to have extras in terms of taking care in the field of study, okay, so yeah, that's the time, right now I can only monitor the children's lessons until when, but in this case there are more ... to be honest with me instead of my husband for lessons, well, but it's also not possible if I have work that might be like overtime, my husband helps" (Informant 3, 2021)

"..... Coincidentally, because the husband is able to handle work at home, so while being able to supervise, also update with what is needed at home" (Informant 4, 2021)

"When asked who is dominant to the child, yes, all of them are dominant, Mas. We help each other." (Informant 7, 2021)

The three interview excerpts above illustrate the cooperation between husband and wife in the family, especially in raising children. In addition to collaborating with their husbands, some respondents also have good cooperation with other family members, such as in-laws.

".....there are in-laws to help too." (Informant 2, 2021)

The results of interviews with respondents indicate that good communication and cooperation with other family members, such as husbands and parents can help female workers to balance their roles, especially in carrying out their roles in the productive and reproductive domains, such as child care.

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b. Hiring a domestic helper

Another strategy applied by several female workers at the Bali BPJS Ketenagakerjaan office in Denpasar Branch is to employ domestic assistants. Hiring home assistants can help women workers to balance their roles. The presence of a domestic helper can reduce the responsibilities of women workers, especially in taking care of the house.

"Actually, there was an aunt to handle it, but she came home that afternoon." (Informant 4, 2021)

The statement from one of the respondents indicated that the household assistant helped take care of the house while the respondent worked at the Bali Employment BPJS office Denpasar Branch and would return home when the household chores at the respondent's house had been completed.

In addition to being assisted by a household assistant to take care of the house and also look after or care for children, one respondent also said that in terms of helping children learn online, respondents were assisted by a tutor who came to the house to help children learn and do school assignments.

"...for my study assistance is also supported, what's the matter, call the tutor like that." (Respondent 5, 2021)

However, in terms of child care, the respondents continued to monitor and did not relinquish all caregiving responsibilities to the household assistant.

c. Implement time restrictions

The third strategy applied is to apply time restrictions. This strategy is almost used by all respondents in balancing the roles they have, especially in balancing roles in the productive and reproductive spheres. The time limit in question is to clearly divide the time used for work and also to take care of the household.

"Yes, if we really have a problem at home, we will solve it first so that the mind is not divided, if there is a problem at the office, solve it at the office, the point is that everything is communicated so that the problem can be resolved" (Respondent 3, 2021)

"If I as much as possible do not interfere with work professionalism, because on the one hand it is also the responsibility that I face at home, I try not to take it with me by finishing it at home, so it's the same as at work, even if there is work that is still unfinished at the office, that's as much as possible. I didn't bring the problem home, maybe it was solved because it was brought home to work, but to rest it didn't bring the frustration home, I was the one who took care of it" (Respondent 4, 2021)

According to the interview excerpt above, it can be seen that applying time restrictions is a strategy used by most of the research respondents. Respondents said that restrictions were made so that work and household matters were not mixed which could reduce the optimization of roles. When you have problems at home and then take them to professional matters, your role as a worker or employee can be disrupted, such as not optimal services provided to the community. Vice versa if work issues are brought into the home, harmony or relationships with husbands, children, and other family members can be affected. This is what underlies the respondents to apply these restrictions. When respondents are at home, they will focus on housework, such as taking care of children, cooking, and other work. However, when you are in the office, you will focus on completing the tasks and work assigned to you as an employee.

d. Setting priorities

In addition to applying restrictions, setting a priority scale is also a strategy applied by all respondents in the study. Setting the priority scale according to the urgency of the problem helps respondents to avoid hesitation to think about and solve problems that arise at the same time. An example is home problems and work problems that arise at the same time. When this happens, the respondents choose to see the urgency of the existing problems so that they can develop a priority scale. The priority scale will help the respondent to decide which problems to think about and work on first.

"Usually I prioritize what is more important first, what comes first, for example, work is more important, work is what I prioritize" (Respondent 2, 2021)

The results of the interviews also show that there are differences in priorities among the respondents involved in this study. Some respondents put work as the first priority while some other respondents chose to prioritize family.

"I looked at the priority scale first, so which one should come first, but I tend to prioritize work as long as possible for those at home I can transfer, but if it's urgent and can't be replaced at all, then we'll ask

the company for permission and usually the company allows it as long as it is in an urgent condition”
(Respondent 3, 2021)

“if I prioritize more to family” (Respondent 8, 2021)

3.3 Discussion

The results of the interview showed that the female workers at the Bali BPJS Ketenagakerjaan office Denpasar Branch did not find any significant obstacles in carrying out their roles because they received support from other family members and the company. However, this does not mean that there are no obstacles encountered. The obstacle faced by the respondents is the lack of understanding of children towards working mothers. This causes complaints from children due to lack of time to play together.

To respond to complaints from children about the amount of time spent working, especially on weekends, respondents gave explanations in the form of reasons why mothers had to work. With this explanation, it is hoped that children can understand the role of mothers as workers. The same thing was experienced by a female lecturer at IAIN Padangsidempuan [5]. Respondents in the study also found complaints from children about new work patterns during the pandemic. Respondents in the study also did the same thing, namely providing explanations to children about the new work patterns carried out by mothers so that children could understand the work patterns undertaken by mothers.

The results of interviews and other research results illustrate that the role of women in the household is very significant so that the presence of women, in this case the mother figure, is needed by children. This can lead to complaints from children as experienced by the respondents of this study. However, so that the complaint does not continue, the respondent provides an explanation and takes time for the child so that the child can understand the existing situation and does not lose his mother figure.

Apart from complaints from children about the lack of time together, respondents in this study received full support from their husbands to keep working. In the respondent's family there is good communication and cooperation between husband and wife. This is due to a mutual commitment at the beginning of marriage that the household will be a shared responsibility, including in terms of child care. Therefore, there is mutual support and help each other in completing household chores and also raising children. The role of women to work indirectly increases the cooperation and relationship between husband and wife. Working women can increase cooperation with their husbands in completing household chores [6].

However, good cooperation between women and men in a household cannot be separated from good communication. All respondents in this study said and agreed that communication is the key to maintaining family harmony, especially for working women. Respondents said that whatever happened had to be communicated with the husband or partner so that the husband knew the situation and circumstances faced by his wife. This makes it easier to help each other and build cooperation so that obstacles in carrying out roles can be minimized.

the obstacles or obstacles faced by women in carrying out multiple roles or other roles originating from three main sources, namely internal, external, and government barriers [7]. Referring to the category of sources of obstacles, the obstacles faced by female workers at the Bali BPJS Ketenagakerjaan office Denpasar Branch can be categorized as internally sourced or experiencing internal obstacles in the form of a child's lack of understanding of the situation and condition of the working mother. On the other hand, the respondents of this study received the support of the three sources of obstacles [7].

The four strategies are applied in order to achieve a balance in carrying out roles as employees or workers, wives, mothers, and also members of the community. There are three components in work-family balance [8], namely:

a. Time balance (time balance)

This component concerns the balance between the time used to perform individual roles in work and roles in the family.

b. Involvement balance

This component relates to the balance of individual psychological involvement and commitment to roles in work and family roles.

c. Satisfaction balance

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This component emphasizes the level of individual satisfaction that is balanced in carrying out its role at work and family roles.

The three components of balance proposed by Greenhaus et al. (2003) can be achieved by the respondents by applying these four strategies.

No.	Components	Strategies
1	Time Balance	a. Implementing restrictions (when you are in the office you will focus on completing office work, while if you are at home you will focus on taking care of your family) b. Used the weekend to be with family. c. Employ household assistants to make time efficient so that when they come home from work they can communicate and spend time with their families without having to do other household chores.
2	Roles Balance	a. Establish communication and cooperation with other family members b. Make a priority scale so that you can solve problems according to the urgency without having to leave your responsibilities as a worker or as a mother and wife
3	Satisfaction balance	a. Prioritize b. Establish communication and cooperation with other family members c. Spend the weekend with family

These strategies are the initiation of the respondents themselves in order to balance the roles they have. Two parties need to take the initiative in balancing women's roles so that work-family balance can be achieved, namely personal initiatives or initiatives taken by oneself and organizational initiatives or initiatives carried out by organizations or companies [9].

The four strategies implemented by the female workers at the Bali BPJS Ketenagakerjaan office in Denpasar Branch who were interviewed in the study came from the initiative of the respondents and their families. There are three actions that can be taken to balance existing roles, including avoiding conflicts between work and family [9]. The three actions are (1) structural role redefinition which refers to efforts to change structurally imposed external expectations, (2) personal role redefinition which leads to efforts to change one's internal conception of role demands, and (3) reactive role behavior. which is an attempt to meet all the demands of the role, such as more efficient planning and scheduling and working harder and longer in each role.

The analysis of the strategies applied by the respondents is described in Table 2 below.

No	Strategy	Action	Note
1	Collaborating with the family members	<i>Structural Role Redefinition</i>	In this case the respondent tries to share roles with the family, especially the husband in taking care of the house and taking care of the children
2	Hiring house maid	<i>Structural Role Redefinition</i>	Respondents try to find social support by hiring domestic helpers to take care of the house and take care of the children

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3	Limiting the time consuming	<i>Reactive Role Behaviour</i>	In this case, respondents try to fulfill all their roles and responsibilities by limiting time
4	Having a priority	<i>Personal Role Redefinition</i>	Respondents try to prioritize among existing roles and responsibilities

Not only comes from personal initiatives, the company also takes initiatives to assist employees in carrying out their roles. Based on the results of the interview, it was found that there were organizational initiatives implemented by BPJS Ketenagakerjaan Bali Denpasar Branch. The initiative is given in the form of maternity leave and other leave that can be used by workers if they have family matters that cannot be left behind.

4. CONCLUSION

The conclusions in this study were drawn based on the results of interviews and also the analysis carried out on the existing data. The conclusions in this study are as follows.

- a. In carrying out a dual role during the pandemic, the obstacles encountered were complaints from children due to changes in work patterns carried out. But apart from that, the respondents did not experience significant problems because of the support from their families and companies.
- b. To balance all the roles played by female workers at the Bali BPJS Ketenagakerjaan office Denpasar Branch, four strategies are implemented, namely collaboration with other family members, employing household assistants, setting priorities, and also limiting time. In balancing women's roles, both personal and organizational take the initiative and take action.

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